



Australian Government

CHCAGE005 Provide support to people living with dementia

Release: 2

CHCAGE005 Provide support to people living with dementia

Modification History

Release	Comments
Release 2	This version was released in <i>CHC Community Services Training Package release 3.0</i>. Correction of mapping merged CHCAC416A and CHCAC319A. Equivalent outcome.
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Merged CHCAC406A and CHCAC319A. Significant change to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

Application

This unit describes the skills and knowledge required to provide person-centred care and support to people living with dementia. It involves following and contributing to an established individual plan.

This unit applies to workers in a residential or community context, including family homes. Work performed requires some discretion and judgement and may be carried out under regular direct or indirect supervision.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Prepare to provide support to those affected by dementia

1.1 Apply person-centred care approaches to all interactions with the person living with dementia

1.2 Interpret individualised plan and familiarise self with the specific needs and wants of the person living with

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

dementia

1.3 Identify and address person's needs for a stable and familiar environment

1.4 Recognise signs consistent with financial, physical or emotional abuse or neglect of the person and report to an appropriate person

2. Use appropriate communication strategies

2.1 Use verbal and non verbal communication strategies to maximise engagement of the person with dementia

2.2 Gain cooperation and provide reassurance as appropriate by using reality orientation

2.3 Use a range of validation strategies to relieve distress and agitation in the person

3. Provide activities for maintenance of dignity, skills and health

3.1 Organise activities which aim to maintain independence, using familiar routines and existing skills

3.2 Organise activities that are appropriate to the individual, reflecting their cultural likes and dislikes, in order to bring back pleasurable memories

3.3 Ensure the safety and comfort of the person balanced with autonomy and risk taking

3.4 Access information about the person's reminiscences and routines with family and carers

3.5 Provide support and guidance to family, carers and/or significant others where appropriate

4. Implement strategies which minimise the impact of behaviours of concern

4.1 Identify behaviours of concern and potential triggers

4.2 Contribute to team discussions on support planning and review

4.3 Take action to minimise the likelihood of and reduce the impact of behaviours on the person and others

4.4 Evaluate implemented strategies with support planning team to ensure effectiveness in minimising

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

behaviours

5. Complete documentation

5.1 Comply with the organisation's reporting requirements, including reporting observations to supervisor

5.2 Complete, maintain and store documentation according to organisation policy and protocols

6. Implement self care strategies

6.1 Monitor own stress level in relation to working with people with dementia

6.2 Use appropriate self care strategies and seek support if required

Foundation Skills

The Foundation Skills describe those required skills (such as language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCAGE005 Provide support to people living with dementia

Modification History

Release	Comments
Release 2	This version was released in <i>CHC Community Services Training Package release 3.0</i>. Correction of mapping merged CHCAC416A and CHCAC319A. Equivalent outcome.
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Merged CHCAC406A and CHCAC319A. Significant change to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- provided support to 2 different people living with dementia:
 - using a person-centred approach to support
 - using appropriate communication strategies
 - assisting in implementing a range of suitable activities that meet the person's needs

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- up to date research on dementia and the different manifestations of dementia, including:
 - Alzheimer's disease
 - vascular dementia or multi-infarct dementia
 - Lewy bodies

- excessive alcohol intake or Korsakov Syndrome
- fronto temporal lobar degeneration (FTLD) including Pick's disease
- Huntington's disease
- Parkinson's disease
- younger onset dementia
- dementia as a progressive neurological condition, including pathological features:
 - amyloid plaques
 - neurofibrillary tangles
 - loss of connection between cells and cell death
- common indicators and symptoms of dementia
- behaviours of concern, needs driven behaviour model and de-escalation procedures
- progression of dementia and potential impact on the person with dementia, their family and significant others, including:
 - depression
 - loss and grieving
 - anger
 - despair
 - social embarrassment a family member might feel
 - isolation
 - financial burden on the family
 - social devaluation
- principles of person-centred approach to support
- relevant activities which enhance self-esteem and pleasure in the person's life, minimise boredom, and distract from or eliminate behavioural and psychological symptoms of dementia
- competency and image enhancement as a means of addressing devaluation
- verbal and non-verbal communication strategies including:
 - reality orientation
 - reminders of the day, the time, relationships, occasions
 - reassuring words, phrases and body language
 - validation
 - empathy
 - acceptance of the person's reality
 - acknowledgement
 - allowing expressions of distress
 - providing verbal and physical reassurance
 - frequent reminiscence to connect with person

Assessment Conditions

Skills must have been demonstrated in an ageing support workplace with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe, impractical or threatens the dignity of the older person.

The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including individualised plans and any relevant equipment outlined in the plan
- modelling of industry operating conditions, including scenarios that reflect a range of dementia support services involving a range of dementia symptoms and behaviours of concern

Overall, assessment must involve some real interactions with people with dementia, colleagues and families/carers.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>